

# Career SoftSkill Essentials<sup>sm</sup>



## Company Policy



# **Company Policy**

## **Section 1: Before You Begin**

**1. What workplace skills from this checklist do you have?**

\_\_\_\_\_ **I read and understand the company manual/handbook.**

\_\_\_\_\_ **I ask questions when policies are not clear.**

\_\_\_\_\_ **I follow company policies.**

\_\_\_\_\_ **I follow accepted business traditions/cultures.**

# **Company Policy**

## **Section 1: Before You Begin**

**2. Which of these skills would you like to improve or develop?**

\_\_\_\_\_ **Reads and understands the company manual/handbook.**

\_\_\_\_\_ **Asks questions when policies are not clear.**

\_\_\_\_\_ **Follows company policies.**

\_\_\_\_\_ **Follows accepted business traditions/cultures.**

# Company Policy





## Section 2: Information about Skills on Checklist

- **Company rules and regulations are often referred to as company policies.**
- **Most companies have a manual with employee policies in writing.**
- **When company policies are not written or explained orally, employees will have to ask for information.**
- **It is important to read the company policy manual carefully because policies must be followed.**

# **Company Policy**

## **Read and Understand the Company Manual/Handbook**

**This means that in the workplace:**

-  **All important information is written for you in the company manual/handbook.**
-  **The company manual/handbook is important. Keep it where you can find it.**
-  **If you need help reading and understanding the manual, it is your responsibility to seek help and gain understanding.**
-  **When you read and understand the company manual, you have an essential career soft skill.**

# Company Policy

## Understand Company Policies and Procedures

**This means that in the workplace:**




- **An employer is responsible to provide and explain policies either written or orally.**
- **Your responsibility as an employee is to understand and follow company policies and procedures.**
- **When you follow policies and procedures, you have an essential career soft skill.**



# **Company Policy**

## **Ask Questions When Policies and Rules Are Not Clear**

**This means that in the workplace:**

-  **It is your responsibility to follow company policies.**
-  **If you are unsure of company procedures and policies, ask your supervisor.**
-  **When you ask about policies that you do not understand, you have an essential career soft skill.**

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## **Follow Company Policies**

**This means that in the workplace:**

- **Company policies are written for specific reasons such as:**
  - **Employee and customer safety.**
  - **Success of company.**
  - **Equal treatment of all employees.**
  - **Customer satisfaction.**
- **When you follow company policies, you have an essential career soft skill.**





# Company Policy

## Follow Accepted Business Practices

This is important because some “unwritten rules” are never stated but are part of the workplace. Important examples:

- Loyalty to the company.
- Honesty in business dealings.
- Upholding company policy.
- Act in your company’s best interest.
- Do not gossip about the company, supervisors, or your coworkers.
- Keep company information confidential.

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## Follow Accepted Business Traditions/Culture

- Be on time, working at your workstation when the work day begins.
- Discussion of salary with other employees is not acceptable.
- Company supplies are not for personal use.
- Smile as you answer the phone so that the caller can “hear” it in your voice.
- Eat only in designated areas.
- Show courtesy and respect to supervisors, coworkers, and customers.
- When you follow accepted business traditions/culture, you have essential career soft skill.



# **Company Policy**

## **Section 3: Scenario/Case Study**

**Angel was very excited about getting a job. Her first day on the job she was given a company policy manual. Several policies were explained to her orally. Angel was told to read the manual in the evening, but she did not.**

**The next day she was asked if there were any policies that she did not understand. She said no and signed a company form stating that she had read and understood the manual.**

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Work was going well for Angel. When she got her first paycheck, she decided to get the tattoo she always wanted. She got a tattoo on the back of her hand.

Angel was excited about her tattoo. She showed her coworkers who agreed it was beautiful.

Several days later, Angel was called into her supervisor's office. He explained that she was being released from her job immediately. She asked what “being released from her job” meant and why. She was doing a good job. He had told her so last week.

# Company Policy

He explained visible tattoos were not permitted. Angel was shocked. She said that in this day and age “everyone has a tattoo and they are often referred to as body art.”

Her supervisor did not disagree, but showed her the company manual and policy that says no visible tattoos. Angel read in the handbook, “Employees can have no visible tattoos on the job.” He also showed Angel the form she had signed stating she understood and would follow company policies.

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## Section 4: Applying What You Know

1. What skills does Angel need to develop?

\_\_\_\_\_ Reads and understands the company manual/handbook.

\_\_\_\_\_ Asks questions when policies are not clear.

\_\_\_\_\_ Follows company policies.

\_\_\_\_\_ Follows accepted business traditions/cultures.



# **Company Policy**

## **Section 4: Applying What You Know**

- 2. Can Angel do anything to save her job?  
Explain.**
  
  
  
  
  
  
  
  
  
  
- 3. Name specific things that Angel should have  
done differently.**



# **Company Policy**

## **Section 5: Skill Review**

**List at least three things you learned or skills you have improved from this module.**

**Congratulations, you have successfully completed the Company Policy soft skill module.**



# Company Policy

## Section 5: Skill Review continued

Employees are expected to:

- Read company manuals and handbooks.
- Understand companies policies.
- Ask questions if company policies are unclear.
- Follow company policies.